

DECEMBER 30, 2013

UIA UPDATES

Top 5 Questions from Customers

Q Why haven't I received my payment yet?

A Because the UIA and financial institutions are closed for several days over the Christmas and New Year's holidays, there may be a two to three day delay before payments are directly deposited into the bank accounts or loaded onto the debit cards of unemployed workers.

Q Why have my benefits stopped when I still have weeks remaining on my EUC?

A The federally funded Emergency Unemployment Compensation program (EUC) ended on December 28, 2013. The last payable week for all tiers of EUC was the week ending Dec. 28th, regardless of the number of remaining weeks of payment on your EUC claim. You can find additional resources for health care, family support, housing and more at michigan.gov/helpinghand. Also visit your local Michigan Works service center or go to mitalent.org for information about jobs and job training opportunities.

Q The phone lines are busy and I can't get through for assistance with my claim. Is there another way to contact the UIA?

A You can check the status of your unemployment claim through MiWAM. If you don't have a MiWAM Account, sign up at www.michigan.gov/uia. Click on Michigan Web Account Manager for Claimants and Employers. For instructions on how to sign up, click on MiWAM Toolkit for Claimants. Don't forget to continue to report for benefits to MARVIN by phone at 1-866-638-3993 or online through MiWAM at www.michigan.gov/uia.

Q I disagree with the decision that I received. How do I protest or appeal?

A If you disagree with the determination or redetermination and wish to protest or appeal, you must do so in writing through the mail or online using your MiWAM account. If mailing in your protest, be sure to include your name and Social Security number and make sure you sign the protest. Be sure to clearly state the reason for disagreeing with the decision. File your protest using Form UIA 1706, which you can find at www.michigan.gov/uia. The determination or redetermination becomes final unless your protest is received by UIA no later than 30 calendar days from the mail date shown on the determination. To protect your rights, continue to report for benefits with MARVIN or online through MiWAM. For instructions on how to sign up for a MiWAM Account, visit www.michigan.gov/uia. Click on MiWAM Toolkit for Claimants.

Q Why did MARVIN only pay me for one week?

A Certification questions are presented for single weeks when calling MARVIN or reporting online through MiWAM. Make sure you answer questions for all available weeks to receive your proper benefit payment. Your next appointment time to report for benefits can be viewed on MiWAM. If you don't have a MiWAM Account, sign up at www.michigan.gov/uia. Click on Michigan Web Account Manager for Claimants and Employers. For instructions on how to sign up, click on MiWAM Toolkit for Claimants.

www.michigan.gov/uia



LARA is an equal opportunity employer/program.
Auxiliary aids, services and other reasonable accommodations are
available upon request to individuals with disabilities.
State of Michigan, Department of Licensing and Regulatory Affairs,
Unemployment Insurance Agency

